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PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No.: 09/656,678 Confirmation No.: 1936  
Applicant(s): Hein *et al.*  
Filed: September 7, 2000  
Art Unit: 3621  
Examiner: Bayat, Bradley B.  
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935  
Customer No.: 00826

Mail Stop Non Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT  
37 C.F.R. § 1.121**

Sir:

In response to the Office Action dated March 10, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.

RTA01/2156236v1

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**TELECOPY****PLEASE DELIVER AS SOON AS POSSIBLE****DATE:** June 8, 2004**TO:** Examiner Bradley B. Bayat - USPTO**FROM:** Kevin R. LynIn re: Hein *et al.* Confirmation No.: 1936

Appl. No.: 09/656,678 Group Art Unit: 3621

Filed: September 7, 2000 Examiner: Bayat, Bradley B.

For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION, AND  
RESOLUTION AND ASSOCIATED METHOD

Please see the attached Amendment (14 pages) in reference to the above-identified U.S. patent application.

**NO. OF PAGES:**  
(Including cover page)**15****OPERATOR:****IF NOT RECEIVED PROPERLY, PLEASE NOTIFY ME IMMEDIATELY AT****USER CODE:** LYNKE**FAX NUMBER:**

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**CLIENT/MATTER:** 038190/202935**REQUESTED BY:** Tracey S. Wright, ext. 2226**VOICE NUMBER:**

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